

**Qwest**

1020 Nineteenth Street, NW, Suite 700
Washington, DC 20036
Phone 202.429.3134
Facsimile 202.296.5157

Elridge A. Stafford

Executive Director - Federal Regulatory

DOCKET FILE COPY ORIGINAL

July 28, 2000

RECEIVED

JUL 28 2000

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 - 12th Street, SW, TW-A325
Washington, DC 20554

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

RE: QWEST¹ ONA Nondiscrimination Report
CC Docket No. 88-2, Phase I, CC Docket No. 96-128

Dear Ms. Salas:

Pursuant to the FCC orders approving QWEST's ONA Plan,² QWEST hereby submits its ONA nondiscrimination reports for installation and maintenance for the second quarter of 2000.

Acknowledgment of date of receipt of this submission is requested. A duplicate of this letter is provided for this purpose.

Please contact me if you have any questions.

Sincerely,

Attachments

cc: Ms. Janice Myles

¹ On June 30, 2000, U S WEST, Inc., the parent and sole shareholder of U S WEST Communications, Inc. merged with and into Qwest Communications International Inc. Further, on July 6, 2000, U S WEST Communications, Inc. was renamed Qwest Corporation.

² See Memorandum Opinion and Order, CC Docket No. 88-2, Phase I (released May 8, 1990, and Memorandum Opinion and Order on Reconsideration, CC Docket No. 88-2, Phase I (released May 8, 1990).

Quarterly ONA Installation Detail Report

Qwest
2 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1- Business				
Total Orders	130721	Average Interval	246869	Average Interval
Due Dates Missed	4136	(In Days)	9399	(In Days)
% Due Dates Missed	3.16%	4	3.81%	4
		2		2
A2- PBX				
Total Orders	1941	Average Interval	16547	Average Interval
Due Dates Missed	109	(In Days)	929	(In Days)
% Due Dates Missed	5.62%	8	5.61%	9
		8		7
A3- Centrex				
Total Orders	21386	Average Interval	30807	Average Interval
Due Dates Missed	707	(In Days)	1207	(In Days)
% Due Dates Missed	3.31%	4	3.92%	4
		3		3
A4- WATS				
Total Orders	0	Average Interval	98	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	2.04%	6
		0.00		7
A5- Mobile				
Total Orders	0	Average Interval	10	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	0.00%	3
		0.00		3
A6- Feature Group A				
Total Orders	2	Average Interval	276	Average Interval
Due Dates Missed	1	(In Days)	21	(In Days)
% Due Dates Missed	50.00%	22	7.61%	5
		0		5
A7- Foreign Exchange				
Total Orders	447	Average Interval	1376	Average Interval
Due Dates Missed	12	(In Days)	47	(In Days)
% Due Dates Missed	2.68%	3	3.42%	4
		2		2

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
2 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
B1- Feature Group B				
Total Orders	0	Average Interval	70	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	2.86%	22
		0.00		20
B2-Feature Group D				
Total Orders	0	Average Interval	1419	Average Interval
Due Dates Missed	0	(In Days)	135	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	9.51%	30
		0.00		26
B3- DID				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest

2 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1-Packet DDD Line				
Total Orders	43	Average Interval	1069	Average Interval
Due Dates Missed	0	(In Days)	99	(In Days)
% Due Dates Missed	0.00%	16	9.26%	18
		21		19
C2-Packet Synchronous Access				
Total Orders	6	Average Interval	465	Average Interval
Due Dates Missed	1	(In Days)	86	(In Days)
% Due Dates Missed	16.67%	20	18.49%	22
		14		19
C3-Packet Asynchronous Access				
Total Orders	0	Average Interval	1	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	0.00%	6
		0.00		6

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 2 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
D1- Protective Alarm				
Total Orders	6	Average Interval	63	Average Interval
Due Dates Missed	4	(In Days)	14	(In Days)
% Due Dates Missed	66.67%	12	22.22%	9
		0.00		6
D2- Protective Relay				
Total Orders	0	Average Interval	55	Average Interval
Due Dates Missed	0	(In Days)	7	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	12.73%	9
		0.00		7
D3- Control Circuit				
Total Orders	1	Average Interval	150	Average Interval
Due Dates Missed	0	(In Days)	13	(In Days)
% Due Dates Missed	0.00%	0	8.67%	3
		0		2

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
2 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
E1- Telegraph 75 Baud				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00
E2- Telegraph 150 Baud				
Total Orders	0	Average Interval	3	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	0.00%	26
		0.00		0.00

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
2 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1- Voice, Non-Switched Line				
Total Orders	1	Average Interval	76	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	0.00%	6	3.95%	13
		0.00		9
F2- Voice, Switched Line				
Total Orders	23	Average Interval	763	Average Interval
Due Dates Missed	6	(In Days)	107	(In Days)
% Due Dates Missed	26.09%	11	14.02%	13
		15		12
F3- Voice, Switched Trunk				
Total Orders	0	Average Interval	909	Average Interval
Due Dates Missed	0	(In Days)	64	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	7.04%	25
		0.00		25
F4- Voice and Tone, Radio Land Line				
Total Orders	0	Average Interval	25	Average Interval
Due Dates Missed	0	(In Days)	9	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	36.00%	15
		0.00		10
F5- Data, Low Speed				
Total Orders	0	Average Interval	106	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	0.94%	8
		0.00		9
F6- Basic Data and Voice				
Total Orders	28	Average Interval	2089	Average Interval
Due Dates Missed	6	(In Days)	192	(In Days)
% Due Dates Missed	21.43%	14	9.19%	11
		7		10
F7- Voice/Data PSN Access Tie Trunk				
Total Orders	0	Average Interval	235	Average Interval
Due Dates Missed	0	(In Days)	8	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	3.40%	16
		0.00		12
F8- Voice/Data SSN Access				
Total Orders	0	Average Interval	163	Average Interval
Due Dates Missed	0	(In Days)	66	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	40.49%	29
		0.00		30
F9- Voice/Data SSN Intermachine Trunk				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00
F10- Data Extension, Voice Grade				
Total Orders	0	Average Interval	23	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	4.35%	11
		0.00		8
F11- Voice Grade Telephoto and Facsimile				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00
F12- Protective Relay, Voice Grade				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
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		<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
G1- Program Audio, 200-3500 Hz				
Total Orders	0	Average Interval	37	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	8.11%	5
		0.00		8
G2- Program Audio, 100-5000 Hz				
Total Orders	0	Average Interval	1	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	0.00%	7
		0.00		0.00
G3- Program Audio, 50-8000 Hz				
Total Orders	2	Average Interval	38	Average Interval
Due Dates Missed	1	(In Days)	4	(In Days)
% Due Dates Missed	50.00%	6	10.53%	8
		0.00		14
G4- Program Audio, 50-15000 Hz				
Total Orders	1	Average Interval	19	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	0.00%	17	5.26%	8
		0.00		11

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
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	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
H1- TV Channel, 1 Way 15 kHz Audio				
Total Orders	1	Average Interval	89	Average Interval
Due Dates Missed	0	(In Days)	12	(In Days)
% Due Dates Missed	0.00%	10	13.48%	6
		0.00		16
H2- TV Channel, 1 Way 5 kHz Audio				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

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2 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1- Digital Voice Circuit				
Total Orders	8	Average Interval	398	Average Interval
Due Dates Missed	0	(In Days)	44	(In Days)
% Due Dates Missed	0.00%	6	11.06%	10
		8		12
I2- Digital Data, 2.4 kbps				
Total Orders	0	Average Interval	59	Average Interval
Due Dates Missed	0	(In Days)	10	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	16.95%	12
		0.00		10
I3- Digital Data, 4.8 kbps				
Total Orders	0	Average Interval	24	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	4.17%	15
		0.00		11
I4- Digital Data, 9.6 kbps				
Total Orders	3	Average Interval	578	Average Interval
Due Dates Missed	0	(In Days)	33	(In Days)
% Due Dates Missed	0.00%	11	5.71%	10
		0.00		8
I5- Digital Data, 56 kbps				
Total Orders	16	Average Interval	11948	Average Interval
Due Dates Missed	4	(In Days)	994	(In Days)
% Due Dates Missed	25.00%	15	8.32%	14
		13		11

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The bottom Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

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	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
J1- Dedicated Hicap Digital, 1.544 mbps				
Total Orders	321	Average Interval	35024	Average Interval
Due Dates Missed	58	(In Days)	5173	(In Days)
% Due Dates Missed	18.07%	26	14.77%	19
		22		17

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
2 QTR 2000

<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
K1- Dedicated Hicap Digital, 3.152 mbps			
Total Orders	0	Average Interval	10
Due Dates Missed	0	(In Days)	0
% Due Dates Missed	NO ACTIVITY	0.00	0.00%
		0.00	18
			19
K2- Dedicated Hicap Digital, 6.312 mbps			
Total Orders	0	Average Interval	0
Due Dates Missed	0	(In Days)	0
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY
		0.00	0.00
			0.00
K3- Dedicated Hicap Digital, 44.736 mbps			
Total Orders	14	Average Interval	2285
Due Dates Missed	3	(In Days)	227
% Due Dates Missed	21.43%	19	9.93%
		15	23
			23
K4- Dedicated Hicap Digital, >45 mbps			
Total Orders	2	Average Interval	236
Due Dates Missed	0	(In Days)	36
% Due Dates Missed	0.00%	38	15.25%
		0.00	24
			21

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 2 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
L1- Smart PAL				
Total Orders	4716	Average Interval	24	Average Interval
Due Dates Missed	551	(In Days)	3	(In Days)
% Due Dates Missed	11.68%	14	12.50%	5
		9		0.00
L2- Basic PAL				
Total Orders	2194	Average Interval	14189	Average Interval
Due Dates Missed	370	(In Days)	232	(In Days)
% Due Dates Missed	16.86%	18	1.64%	2
		12		1

The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Maintenance Report
Qwest
2 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1- Business				
Total Tickets	34		159	
Average Interval in Hrs/Mns	1	40	4	55
A2- PBX				
Total Tickets	204		2718	
Average Interval in Hrs/Mns	2	46	4	19
A3- Centrex				
Total Tickets	154		203	
Average Interval in Hrs/Mns	3	5	4	47
A4-WATS				
Total Tickets	2		69	
Average Interval in Hrs/Mns	0	57	5	58
A5- Mobile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
A6- Feature Group A				
Total Tickets	1		155	
Average Interval in Hrs/Mns	16	23	3	3
A7- Foreign Exchange				
Total Tickets	281		996	
Average Interval in Hrs/Mns	4	49	4	23

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Quarterly ONA Maintenance Report
Qwest
 2 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
B1- Feature Group B				
Total Tickets	0		22	
Average Interval in Hrs/Mns	NO ACTIVITY		4	55
B2- Feature Group D				
Total Tickets	0		391	
Average Interval in Hrs/Mns	NO ACTIVITY		5	12
B3- DID				
Total Tickets	181		1996	
Average Interval in Hrs/Mns	2	17	3	20

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Quarterly ONA Maintenance Report
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 2 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1-Packet DDD Line				
Total Tickets	2		211	
Average Interval in Hrs/Mns	51	4	3	2
C2-Packet Synchronous Access				
Total Tickets	0		158	
Average Interval in Hrs/Mns	NO ACTIVITY		1	26
C3-Packet Asynchronous Access				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	

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Quarterly ONA Maintenance Report

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	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
D1- Protective Alarm			
Total Tickets	0	130	
Average Interval in Hrs/Mns	NO ACTIVITY	7	22
D2- Protective Relay			
Total Tickets	0	35	
Average Interval in Hrs/Mns	NO ACTIVITY	4	46
D3- Control Circuit			
Total Tickets	0	7	
Average Interval in Hrs/Mns	NO ACTIVITY	19	55
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Quarterly ONA Maintenance Report
Qwest
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	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
E1- Telegraph Grade, 75 Baud			
Total Tickets	0	51	
Average Interval in Hrs/Mns	NO ACTIVITY	4	37
E2- Telegraph Grade, 150 Baud			
Total Tickets	0	24	
Average Interval in Hrs/Mns	NO ACTIVITY	7	17

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Quarterly ONA Maintenance Report

Qwest
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	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1- Voice, Non-Switched Line				
Total Tickets	13		488	
Average Interval in Hrs/Mns	1	40	5	52
F2- Voice, Switched Line				
Total Tickets	666		2564	
Average Interval in Hrs/Mns	4	14	4	55
F3- Voice, Switched Trunk				
Total Tickets	515		3029	
Average Interval in Hrs/Mns	3	33	2	43
F4- Voice and Tone, Radio Land Line				
Total Tickets	2		172	
Average Interval in Hrs/Mns	4	9	6	11
F5- Data, Low Speed				
Total Tickets	0		115	
Average Interval in Hrs/Mns	NO ACTIVITY		4	20
F6- Basic Data and Voice				
Total Tickets	145		7815	
Average Interval in Hrs/Mns	2	21	3	6
F7- Voice and Data, PSN Access				
Total Tickets	0		330	
Average Interval in Hrs/Mns	NO ACTIVITY		2	23
F8- Voice and Data, SSN Access				
Total Tickets	0		9	
Average Interval in Hrs/Mns	NO ACTIVITY		3	47
F9- Voice and Data, SSN Intermachine				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
F10- Data Extension, Voice Grade				
Total Tickets	0		147	
Average Interval in Hrs/Mns	NO ACTIVITY		3	22
F11- Voice Grade Telephoto and Facsimile				
Total Tickets	0		1	
Average Interval in Hrs/Mns	NO ACTIVITY		0	1
F12- Protective Relay, Voice Grade				
Total Tickets	0		12	
Average Interval in Hrs/Mns	NO ACTIVITY		1	56

Quarterly ONA Maintenance Report
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	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
G1- Program Audio, 200-3500 Hz				
Total Tickets	0		11	
Average Interval in Hrs/Mns	NO ACTIVITY		6	9
G2- Program Audio, 100-5000 Hz				
Total Tickets	0		9	
Average Interval in Hrs/Mns	NO ACTIVITY		7	48
G3- Program Audio, 50-8000 Hz				
Total Tickets	4		44	
Average Interval in Hrs/Mns	17	35	6	20
G4- Program Audio, 50-15000 Hz				
Total Tickets	0		66	
Average Interval in Hrs/Mns	NO ACTIVITY		7	1

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Quarterly ONA Maintenance Report

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AFFILIATE

ALL OTHERS

H1- TV Channel, 1 Way 15 kHz Audio

Total Tickets	0	31	
Average Interval in Hrs/Mns	NO ACTIVITY	2	21

H2- TV Channel, 1 Way 5 kHz Audio

Total Tickets	0	0	
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY	

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	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1- Dedicated Voice Circuit				
Total Tickets	2		70	
Average Interval in Hrs/Mns	0	9	7	25
I2- Dedicated Data 2.4 kbps				
Total Tickets	0		169	
Average Interval in Hrs/Mns	NO ACTIVITY		3	56
I3- Dedicated Data 4.8 kbps				
Total Tickets	0		28	
Average Interval in Hrs/Mns	NO ACTIVITY		3	50
I4- Dedicated Data 9.6 kbps				
Total Tickets	0		545	
Average Interval in Hrs/Mns	NO ACTIVITY		3	18
I5- Dedicated Data 56 kbps				
Total Tickets	41		8416	
Average Interval in Hrs/Mns	3	16	3	14

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ALL OTHERS

Total Tickets	271		15048	
Average Interval in Hrs/Mns	3	17	3	14

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Quarterly ONA Maintenance Report
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	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
K1- Dedicated Digital, 3.152 mbps				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
K2- Dedicated Digital, 6.312 mbps				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
K3- Dedicated Digital, 44.736 mbps				
Total Tickets	1		383	
Average Interval in Hrs/Mns	0	35	2	25
K4- Dedicated Digital, 45 mbps or Higher				
Total Tickets	0		5	
Average Interval in Hrs/Mns	NO ACTIVITY		2	24
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	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
L1- Smart PAL				
Total Tickets	4491		0	
Average Interval in Hrs/Mns	35	19	NO ACTIVITY	
L2- Basic PAL				
Total Tickets	2437		2173	
Average Interval in Hrs/Mns	19	22	17	32

Quarterly ONA Maintenance Report - Tickets with Due Dates

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	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
A1 - Business		
Total Tickets	59,703	120,847
Average Interval in Hrs/Mns	11:03	13:01
Due Dates Missed	3,633	8,886
% Due Dates Missed	6.09%	7.35%
A2 - PBX		
Total Tickets	918	8,049
Average Interval in Hrs/Mns	11:30	11:32
Due Dates Missed	66	601
% Due Dates Missed	7.19%	7.47%
A3 - Centrex		
Total Tickets	18,150	30,394
Average Interval in Hrs/Mns	13:43	15:23
Due Dates Missed	1,575	3,182
% Due Dates Missed	8.68%	10.47%
A4 - WATS		
Total Tickets	1	57
Average Interval in Hrs/Mns	46:46	10:53
Due Dates Missed	0	2
% Due Dates Missed	0.00%	3.51%
A5 - Mobile		
Total Tickets	11	29
Average Interval in Hrs/Mns	5:23	11:21
Due Dates Missed	0	4
% Due Dates Missed	0.00%	13.79%
A6 - Feature Group A		
Total Tickets	42	248
Average Interval in Hrs/Mns	9:03	10:08
Due Dates Missed	1	28
% Due Dates Missed	2.38%	11.29%
A7 - Foreign Exchange		
Total Tickets	499	1,560
Average Interval in Hrs/Mns	5:41	5:46
Due Dates Missed	21	78
% Due Dates Missed	4.21%	5.00%

*****: *****

Quarterly ONA Maintenance Report - Tickets with Due Dates

Qwest
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	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 - Telegraph grade, 75 baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY
E2 - Telegraph grade, 150 baud		
Total Tickets	13	167
Average Interval in Hrs/Mns	23:13	22:44
Due Dates Missed	9	79
% Due Dates Missed	69.23%	47.31%
*****: *****		

*On June 30, 2000, U S WEST, Inc., the parent and sole shareholder of U S WEST Communications, Inc., merged with and into Qwest Communications International Inc. Further, on July 6, 2000, U S WEST Communications, Inc., was renamed Qwest Corporation.